

## Long Term Care Adopting Health Information Technology

November 2013

### Benefits of Health Information Technology

---

Health information technology (health IT)—including electronic health records (EHRs) and health information exchange (HIE)—can improve the efficiency of administrative processes and the delivery of health care services



#### *Electronic Health Records*

An EHR is a digital version of a patient's medical history

Benefits:

- On-site or remote access to a patient's demographic and medical information that is included in the EHR
- Information about changes in a patient's health status, such as out-of-range vital signs, can alert providers to critical health conditions
- Clinical decision support can provide evidence-based guidelines for patient care

#### *Health Information Exchange*

HIE is the secure, electronic sharing of clinical and administrative data among different health information systems

Benefits:

- Access patient health information from other health care facilities for improved coordination and continuity of care
- Save time faxing and calling other providers for clinical information
- Gain quicker access to laboratory results and radiology reports

### Accessing Patient Health Information through Maryland's State-Designated HIE

---

The Chesapeake Regional Information System for our Patients (CRISP) is Maryland's State-Designated HIE, which includes patient health information from Maryland hospitals and other health facilities, such as laboratory and radiology centers. All 46 acute care hospitals in the State submit data to CRISP on patient admissions, discharges, and transfers, and many hospitals also provide laboratory, radiology, and clinical documents. A complete list of organizations that submit information to CRISP is available on the CRISP website under Participating Providers at: <http://www.crisphealth.org>.

#### *CRISP Query Portal*

- Providers can log into the CRISP query portal online and search for available patient health information, such as demographics, laboratory results, radiology reports, discharge summaries, operative and consult notes, and medication fill history
- The query portal is accessible through the Internet; providers do not need to have an EHR to access the system, and there is no charge for its use

## ***Encounter Notification Service***

- Providers can receive alerts when one of their patients has an encounter at a Maryland hospital, including an admission, discharge, or transfer

## ***Joining CRISP***

To access the CRISP query portal, providers must:

- Sign a participation agreement, which serves as a legal document and contains the terms of the relationship with CRISP
- Take a 20-minute CRISP query portal training session, accessible anytime online
- Complete a credentialing process, which includes submitting photo identification and provider licensing information to CRISP



To receive ENS alerts, providers must also:

- Submit a spreadsheet to CRISP with a panel list of active patients (those seen within the last 18 months) for whom the provider would like to receive alerts
- Specify the types of alerts that they would like to receive (e.g. hospital admission, discharge, emergency room visit) and whether they prefer to receive the alerts in real-time or in one daily summary email
- Establish with CRISP a secure method for receiving the alerts (e.g. a DIRECT Messaging account)
- Update patient lists on a monthly basis by sending an updated spreadsheet of active patients to CRISP

To learn more about CRISP and using CRISP services, please email [info@crisphealth.org](mailto:info@crisphealth.org) or call 1-877-95-CRISP.

## ***Ensuring Access to Patients' Medication Information***

Medication fill history information is currently available through the CRISP query portal, and it does not include institutional pharmacy data. Institutional pharmacies have an abundant amount of electronic medication information for residents of the State's long term and post acute care facilities. This medication information would be valuable to providers during transitions of care.

### ***Do you want electronic access to institutional pharmacy medication history information?***

#### ***How you can help...***

If you would like a complete, updated medication history list to be accessible through the CRISP HIE at no cost to you, we urge you to contact your institutional pharmacy and request to make its medication data available to CRISP.